

I have called VRS several times on my Videophone and had to wait more than 20 minutes to get an relay operator. I noticed the call I make to VRS goes to the nearest facility in my area or by my area code and not other facilities that might be available. If I was waiting too long I would call a number to 916 area code and get their facility faster and then tell them to change the number that I actually wanted to dial so I could get thru quicker to make the call instead of waiting for my area code 417 for 20 mins. I think they need to do something about this so that it will be answer immediately when a call is made just like the hearing people making calls don't have to wait. Also, they should be able to reach the next avail. representative regardless which facility it is located or area code.

Thank you!